

I was promised DSL service by Southwestern Bell no later than December 2000 when I moved into my current home in August 2000.

As of January 2002, I am still unable to order DSL for my home.

AT&T provides digital cable service but does not supply cable modem service. AT&T Wireless Broadband provided telephone and high-speed Internet service which I subscribed to and used from March to December of 2001, when AT&T Wireless Broadband discontinued service.

I have refused to re-establish land-line phone service with SouthWestern Bell until they make DSL available in my neighborhood. I use my cellular phone for voice service.

I refuse to purchase cable TV service until AT&T can provide internet service via cable modem.

It is my children that have suffered most from not having high-speed Internet access for homework, research and entertainment uses.

Instead, we use the branch of the local library - which is slow and not convenient.

I live in a 25-year-old built-out suburban subdivision in Dallas and there is no reason why Southwestern Bell cannot place a digital loop carrier interface in my neighborhood and provision DSL.

Apparently, due to regulatory issues, the only viable way to provide my neighborhood with DSL was via a wireless local loop. I sure do miss my AT&T Wireless Broadband service.

I am interested and willing to purchase telecommunications services such as high-speed internet, video-on-demand, etc. but something other than market forces is keeping these services away - despite the presence of existing cable and telco plant into my home.